

Alexandros Sotiriou

Technical Support Engineer · TypeScript & React · Production Debugging · Support Automation with LLMs
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PROFILE

Technical support engineer who can read and fix the code, not just escalate it. 4 years of high-volume, 24/7 production support at Playtech (L1 to L2 to Shift Leader of 10), resolving **220+ tickets per week** and debugging live issues with logs, metrics and SQL. Alongside that I build and support TypeScript/React apps for paying customers, and I automate my own workflows with n8n and the Anthropic API. I turn every recurring issue into a fix, a runbook or an automation so it does not come back, and I explain technical problems clearly to non-technical customers.

EXPERIENCE

Playtech · iGaming platform, B2B sportsbook operations, 24/7 Nicosia, Cyprus

Technical Support Specialist, Shift Leader Mar 2025 – Mar 2026

- Led a team of 10 support engineers across 24/7 operations, owning prioritisation, handovers and SLA compliance on a high ticket volume.
- First point of call for production incidents on shift: triaged alerts, assessed customer impact, escalated to engineering, ran customer and stakeholder communication until resolution, and contributed to RCA and post-mortems.
- Turned recurring-issue analysis into 15+ runbooks and knowledge-base articles in Confluence, cutting L1 escalations by **50%**.
- Automated log triage, process monitoring and shift tasks with Bash and Linux CLI tooling.

Customer Technical Support (L2) & Trainer Apr 2024 – Mar 2025

- Reproduced and root-caused complex production issues across distributed systems using logs and metrics (Kibana, Grafana, Elasticsearch) and SQL queries.
- Ran 24/7 PRTG monitoring across 20+ global systems, catching **99%** of incidents before customer impact.
- Trained 10+ new engineers on debugging and incident response, cutting ramp-up time to 4 weeks.

Customer Technical Support (L1) Apr 2022 – Mar 2024

- Resolved **220+ tickets per week** for 30+ operator clients via live chat, email and phone, including payment and transaction issues.
- Owned the full ticket lifecycle in Jira at **100% SLA**, escalating only with full context and reproduction steps.

Freelance Full-stack Developer · Split Second Connect Ongoing

- Build and support TypeScript web apps and e-commerce stores for non-technical small-business owners (React, Next.js, Astro, Supabase), including auth, databases and Stripe payment integrations.
- Handle post-launch support end to end: debug production bugs, fix integrations and ship fixes directly.

Application Support Engineer (Contract, part-time) · E-Compvenience, Limassol Jan 2024 – Jan 2026

- Debugged REST API integrations and webhooks, validating JSON payloads and endpoint behaviour with Postman and cURL.
- Reproduced browser rendering issues with DevTools (network, console), built minimal repros and tracked fixes with engineers in GitHub/GitLab.

AI & AUTOMATION PROJECTS

- **AI-powered medical study app:** built, shipped and support an app on the Anthropic API with **12+ paying customers**; I handle their support and ship the fixes myself.
- **LLM triage pipeline (n8n, self-hosted in Docker):** pulls ~40 sources daily via REST APIs, filters and dedupes in JavaScript, scores each item with the Anthropic API (structured JSON output) and delivers a ranked summary to Telegram. Same pattern applies to ticket triage.

SKILLS

- **Web development:** TypeScript, JavaScript, React, Next.js, Node.js, Astro, Angular, Supabase, SQL, Git/GitHub, CI/CD
- **Web fundamentals:** HTTP/HTTPS, REST APIs, webhooks, OAuth/SSO, JSON, DNS, TCP/IP
- **Debugging & observability:** logs and metrics (Kibana, Grafana, Elasticsearch, PRTG), Chrome DevTools, Postman, cURL, minimal repros, RCA
- **AI & automation:** Anthropic API, structured outputs, prompt engineering, n8n, Claude Code, Cursor
- **Infrastructure:** Docker, Linux (Bash), AWS (basics), Kubernetes (basics)
- **Support & incidents:** incident management, status and customer communication, post-mortems, knowledge base, Jira, Confluence, Zendesk

EDUCATION, COURSES & LANGUAGES

BSc Business Administration · European University Cyprus · Focus: Payment Solutions 2019 – 2023

Courses: The Odin Project, Full-stack Web Development (2024) · Docker Fundamentals, Coursera (2026) · Linux Fundamentals, The Linux Foundation (2025)

Languages: English (fluent) · Greek (native) · German (A2)